

FIG. 1

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Business Rules Manager - Microsoft Internet Explorer provided by Network Associates

Sorted By: Module Page 1 of 2 (37 records)

Name	Enabled	Module	Module	Description
Notify Assign To On Ticket Creation	~ 204	No	Help Desk	~ 210
Notify Group On Ticket Creation	206	No	Help Desk	212
Notify Old Assign To On Assignment Change	No	Help Desk	Update	Notify the previous Assign
Notify Client On Ticket Close	No	Help Desk	Update	Notify Client when ticket
Notify Client On Ticket Creation Close	No	Help Desk	Create	Notify Client when ticket
Notify Creator On Ticket Close	No	Help Desk	Update	Notify Creator that ticket
Notify Assign To On Ticket Re-Open	No	Help Desk	Update	Notify the Assign To on
Notify Client On Ticket Re-Open	No	Help Desk	Update	Notify Client when ticket
Notify Assign To On Ticket Follow-Up	No	Help Desk	Update	Notify Assign To on Follow
Notify Email Originator On Ticket Open via Email	No	Help Desk	Create	Notify email address of
Notify Client On Ticket Created Open	No	Help Desk	Create	Notify client of ticket if
Notify New Assign To On Assignment Change	No	Help Desk	Update	Notify the new Assign
Example Time Based Escalation - Silver - 1st Alert (Help Desk)	No	Help Desk	Create, Update	1st Warning Silver In
Example Time Based Escalation - Silver - 2nd Alert (Help Desk)	No	Help Desk	Create, Update	2nd Warning Silver In
Example Time Based Escalation - Silver - 3rd Alert (Help Desk)	No	Help Desk	Create, Update	3rd Warning Silver In
Example Time Based Escalation - Silver - Critical Alarm (Help Desk)	No	Help Desk	Create, Update	Critical Alarm Silver In
Example Time Based Escalation - Silver - Overline (Help Desk)	No	Help Desk	Create, Update	Overline Alarm Silver In
Open Call From Email	No	Mail Listen	Create	Open a HelpDesk tick
Close Call From Email	No	Mail Listen	Create	Close Call From Email
Update Problem From Email	No	Mail Listen	Create	Update the description

Greg: TRAINING Local Internet

FIG. 2

Business Rule: Notify Client On Ticket Close ~ 204 Enabled

Description

Notify Client when ticket is closed ~ 212

Business History

Rule created during magic installation. ~ 214

Enter Revision History

Information Local Internet

FIG. 3

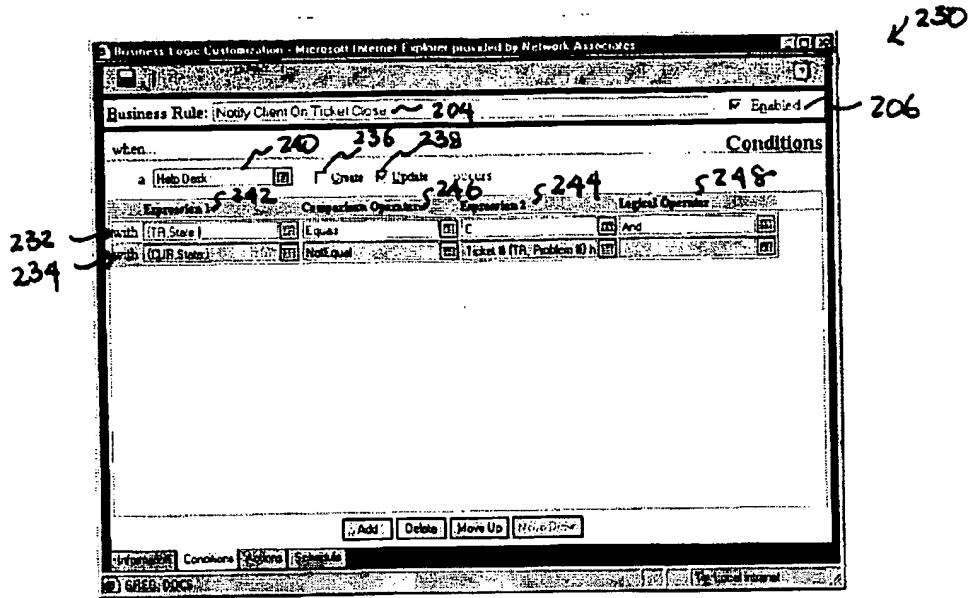


FIG. 4

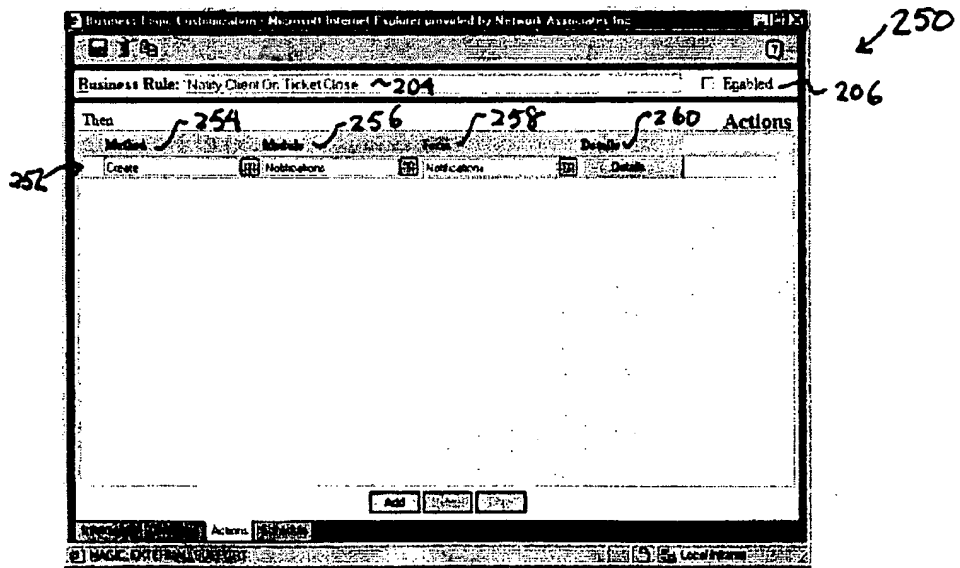


FIG. 5

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Business Rule: [Notify Client On Ticket Close] ☐ Enabled

When to run this rule... Schedule

☒ Immediately ~272 Data Expression Builder
☐ At a later time ~274 276 278

STARTING AT ~280 OFFSET: ~282

☒ Date/Time with Hours [0] Minutes [0] Seconds [0]

REPEAT INTERVAL: ~284 HOURS [0] MINUTES [0] SECONDS [0] TIMES TO REPEAT ~286

☐ Infinitely ~290 Times [0] ~288

Work Schedule: [] ~292 Time Zone: [] ~294

Buttons: [OK] [Cancel] [Schedule]

FIG. 6

Expression Builder -- Web Page Dialog

Buttons: [OK] [Cancel] [Clear] [Help]

(TR, State:)

Left pane: [Empty text area]

Right pane: [List of expressions]

FIG. 7

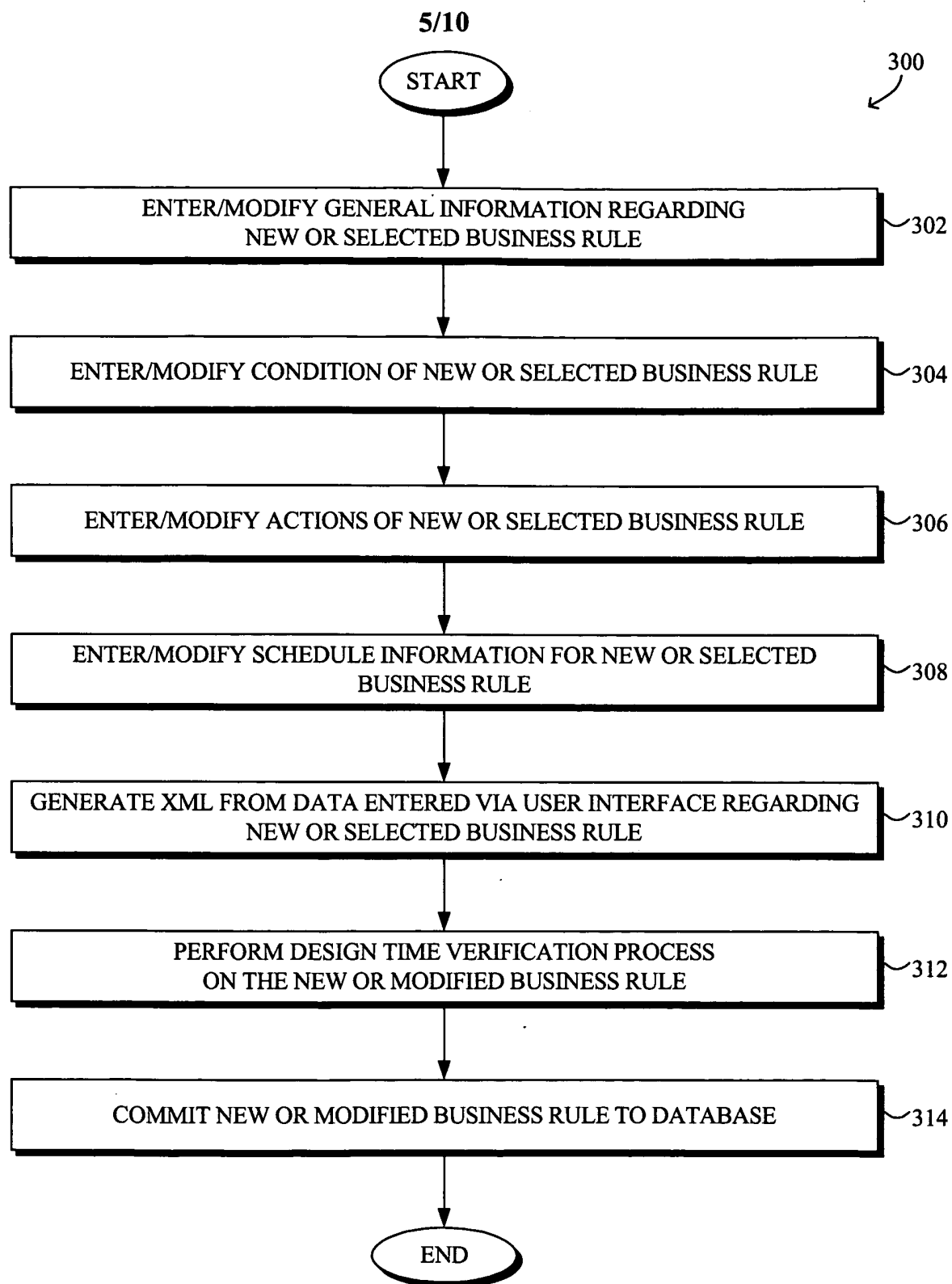


FIG. 8

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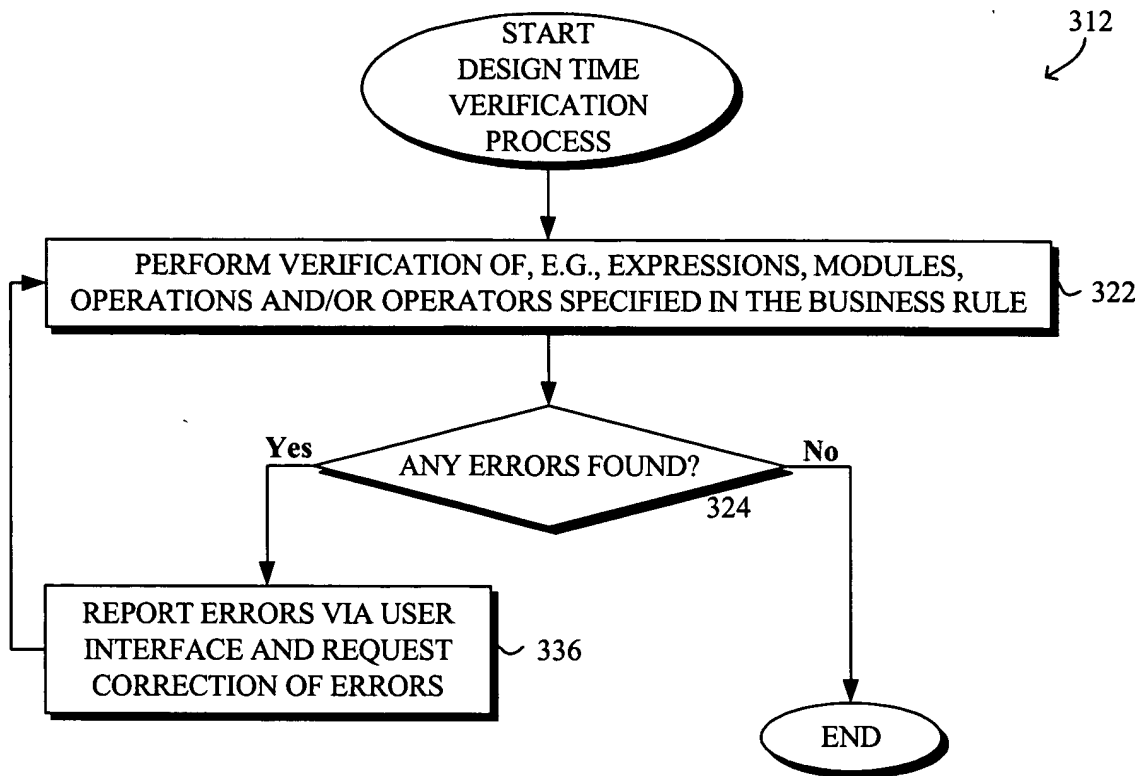


FIG. 9

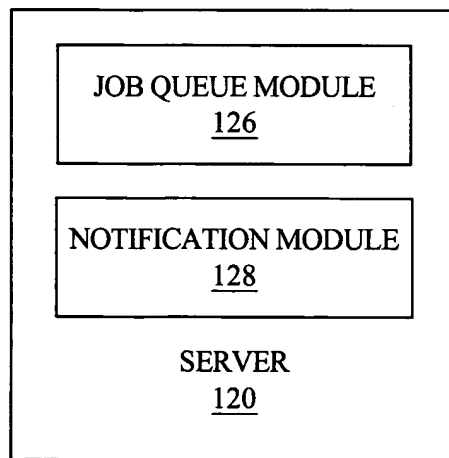


FIG. 10

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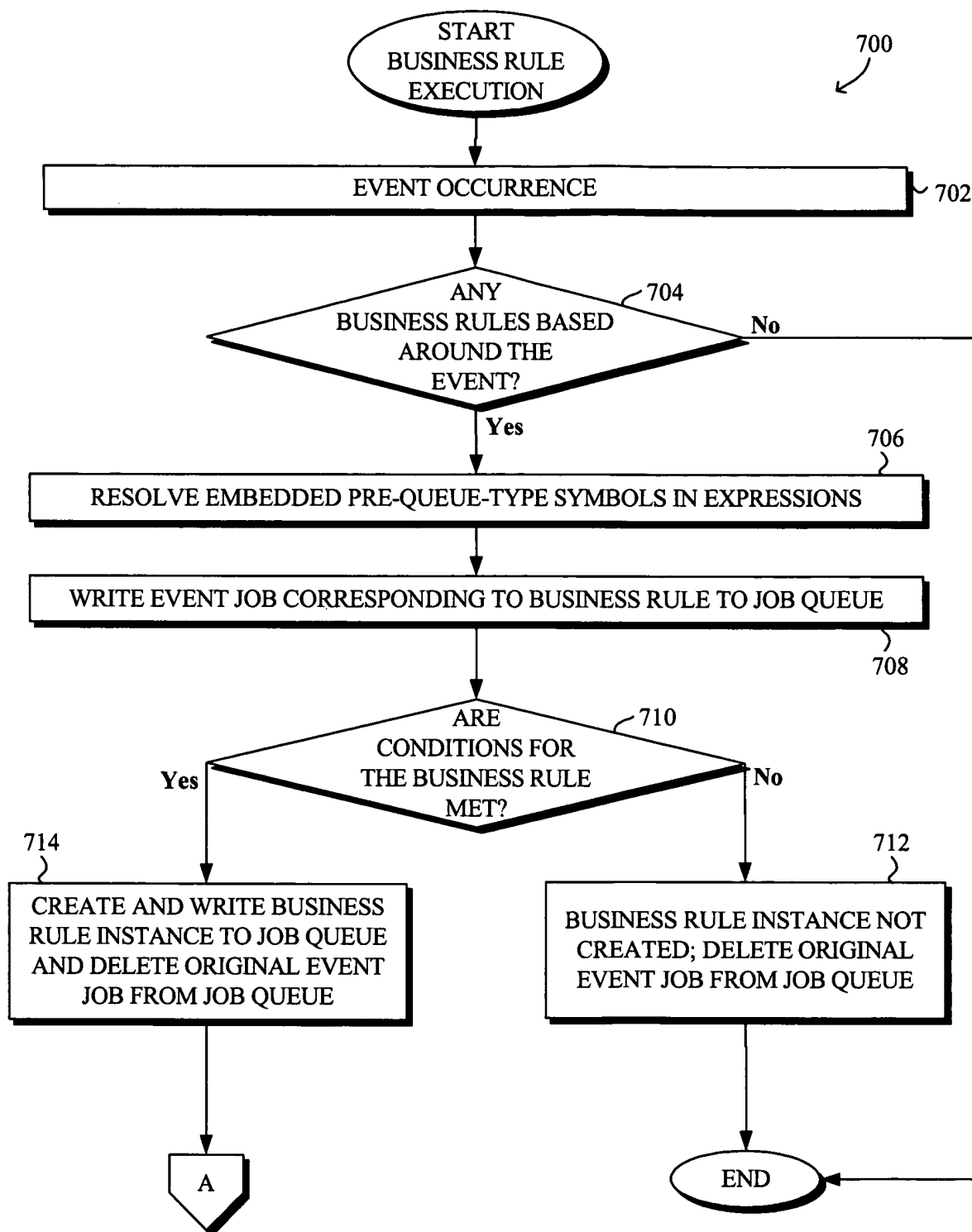


FIG. 11A

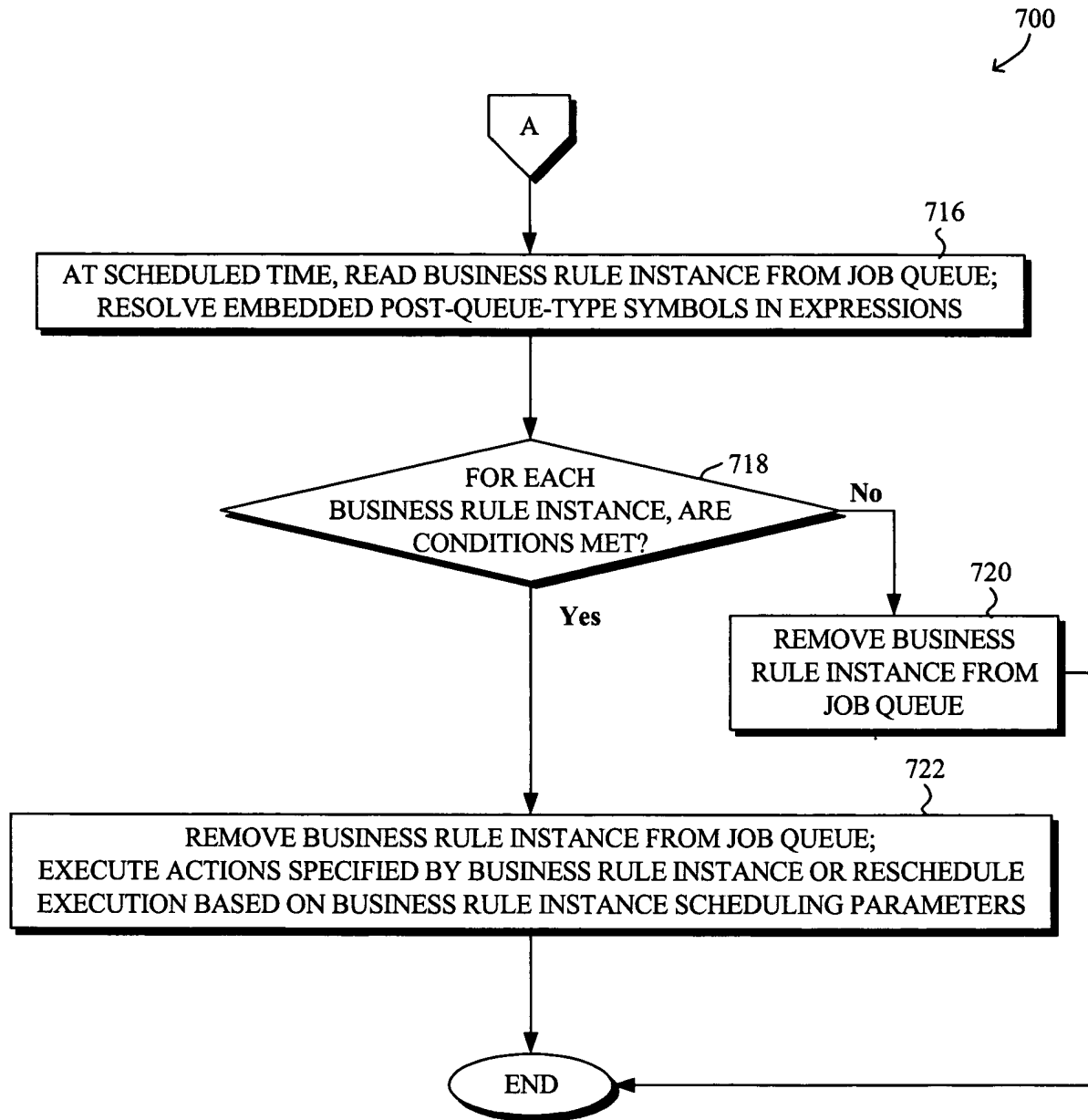


FIG. 11B

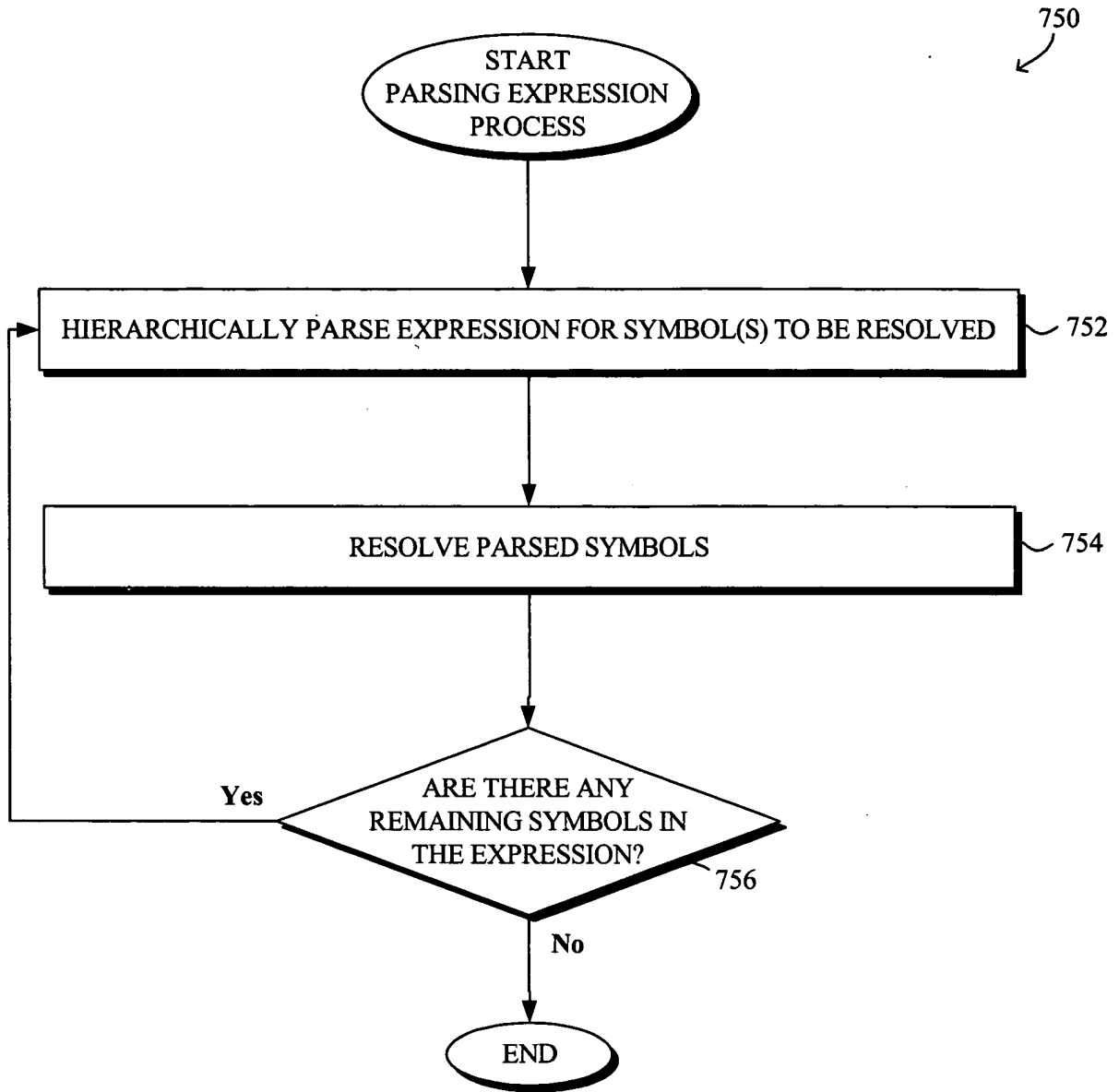


FIG. 12

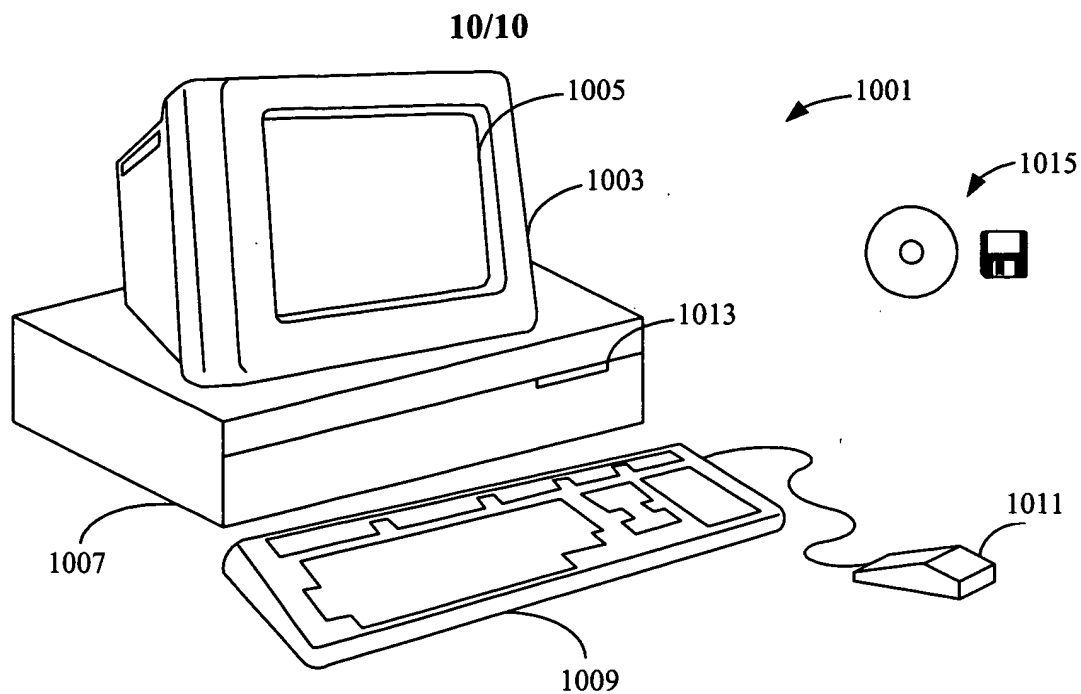


FIG. 13

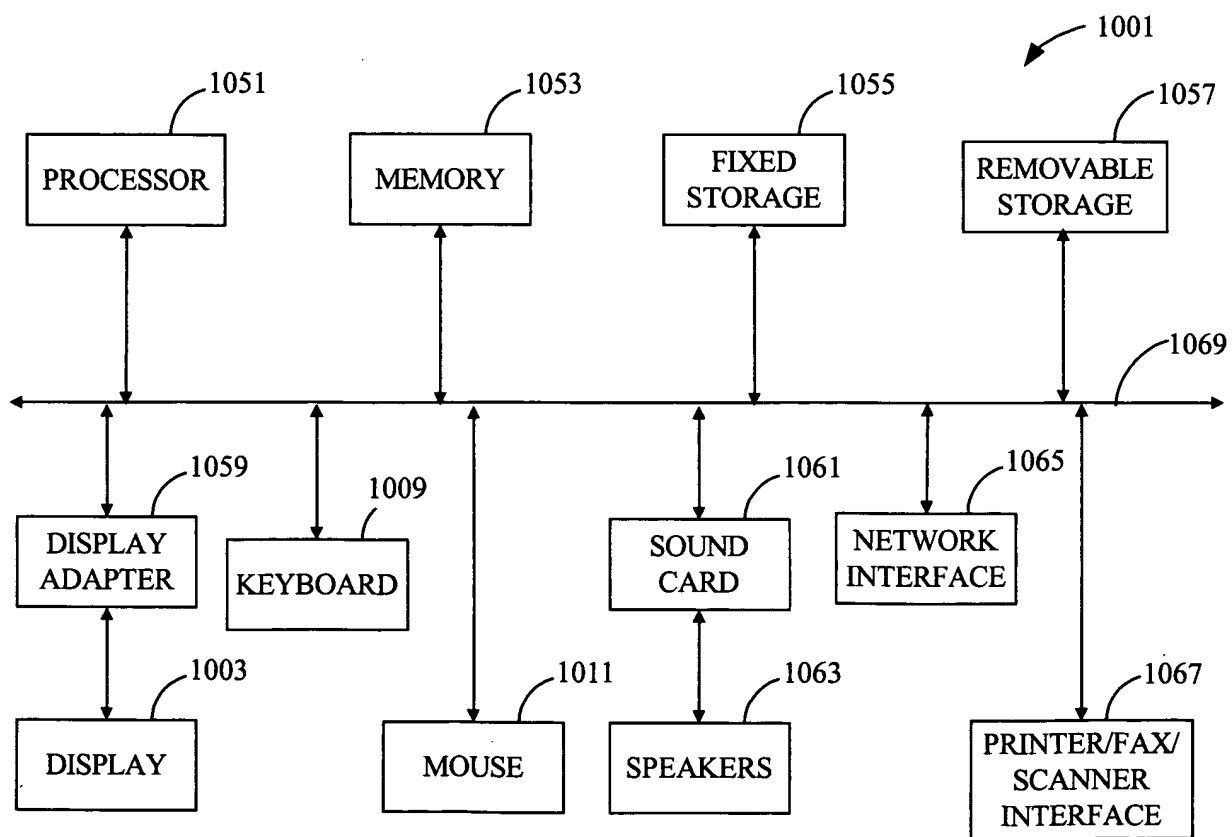


FIG. 14